

Dell/Dell Financial Settlement – Frequently Asked Questions

Where can I get a claim form?

Claim forms are available online at <http://www.michigan.gov/ag>. Click on the Consumer Protection "Find Out More" link to download a copy of the claim form and related instructions.

Or you may call 1-877-765-8388 to request a claim form and instructions.

Who is eligible for restitution under the Dell multi-state settlement?

Anyone who bought Dell goods or services between April 1, 2005 and April 13, 2009

AND experienced one or more of the following **may** be eligible for restitution:

- A problem with a Dell financing offer
- A problem with a Dell rebate
- A problem with Dell financing
- A problem with a Dell repair, warranty, or servicing

You must also sign your completed claim form, to certify that your claim is true and accurate.

Who is not eligible for restitution under the Dell multi-state settlement?

Consumers who have not suffered a monetary loss are not eligible for restitution from this settlement. For example, if you purchased a Dell computer and it needed to be fixed, you will not be eligible for restitution for the time on hold waiting to speak to a customer service representative, if Dell eventually fixed your computer under the terms of your warranty. Even though you feel you are entitled to compensation for the time spent on the phone, you did not suffer a monetary loss, and therefore, you will not be eligible for restitution under the terms of the settlement.

Even if you are not eligible for restitution under the Dell multi-state settlement, you can still file a complaint with the Attorney General's Consumer Protection Division. The Consumer Protection Division will attempt to mediate your complaint with Dell to assist you in obtaining a satisfactory resolution.

How will I know if I'm eligible?

1. First, you have to complete a claim form and submit it.
2. Your claim will be reviewed. If you are not eligible, you will be notified that you are not eligible and you will be sent a complaint form so that your complaint can be processed through normal channels. If you are eligible, you will be mailed a check once all claims have been received and evaluated.

How long to I have to file a claim?

All claim forms must be completed and postmarked no later than **April 13, 2009** in order to be eligible. Follow the instructions on the back of the claim form to return the completed forms to the Attorney General's Consumer Protection Division.

If you are providing documentation, please make sure you provide **copies** of the documentation (such as receipts). **Do not send us original documentation.** Also, before you send us your completed claim form, you should make a copy of the completed form to keep for your records. Be sure to copy both sides of the claim form (or both pages if you downloaded the form from our website).

When will I get my check?

Claims may be submitted for 90 days after the effective date. The claim period ends April 13, 2009. Dell then has until June 22, 2009 to mail the checks to eligible claimants.

I received the claim form and I have questions about how to fill it out.

We cannot give you direct assistance in completing the claim form. We can only ask that you identify the problems you experienced and that you do the best you can to provide specific dollar amounts that you paid out-of-pocket to Dell or in an effort to resolve one or more of the problems that you've identified.

I no longer have any invoices, statements, or documents relating to my problems or purchase. Can I still file a claim?

Yes. We are not going to require you to produce documentation in order to file a claim. We may, however, need to work with you and/or Dell to verify your claim and claim amount.

I already filed a complaint with your office against Dell. Do I also need to file a claim?

Yes, if your complaint was not resolved to your satisfaction. If you filed a complaint against Dell or Dell Financial Services after April 1, 2005, the Attorney General's Consumer Protection Division will send you a letter explaining the settlement, and providing you with a copy of the claim form and related instructions. If you do not receive a letter, or you have moved since filing your complaint, claim forms and instructions are also available online at <http://www.michigan.gov/ag>, and click on the Consumer Protection "Find Out More" link. You may also call 1-877-765-8388 to request a claim form and instructions.

I already filed a complaint with the Better Business Bureau against Dell. Do I also need to file a claim?

Yes, if your complaint was not resolved to your satisfaction. If you filed a complaint against Dell or Dell Financial Services within the past three years, the Attorney General's Consumer Protection Division will send you a letter explaining the settlement, and providing you with a

copy of the claim form and related instructions. If you do not receive a letter, or you have moved since filing your complaint, claim forms and instructions are also available online at <http://www.michigan.gov/ag>, and click on the Consumer Protection "Find Out More" link. You may also call 1-877-765-8388 to request a claim form and instructions.